

DEPARTMENTAL POLICY

POLICY # 214	SUBJECT: Complaints Regarding Case Planning and Implementation Practice(s)
EFFECTIVE DATE: April 4, 2008	PAGE 1 of 2
AUTHORIZED SIGNATURE:	

COMPLAINTS REGARDING CASE PLANNING AND IMPLEMENTATION PRACTICE(S)

I. PREFACE

The Department strives to act in our clients/consumers best interest and to be responsive to their concerns. In a System of Care environment that emphasizes family engagement and partnership in making case planning and service delivery, it is expected that conflicts and disagreements in service planning and implementation will be minimized. However, client/consumer interests require policies and procedures to address complaints about case management and service delivery which do not qualify as appeals. (Appeal policies and procedures are addressed in DSCYF Policy 213.)

II. POLICY

Each division shall have policy and procedures to respond to complaints that are not governed by Policy 213, Appeals Related to Case Service Planning and Implementation Decisions.

III. DEFINITIONS

- A. Appeal: Request for a review or hearing of a critical decision that includes the relief requested.
- B. Complainant: A child or youth , parent of a minor client, or an attorney or other person with standing in the case of a Department client expressing a complaint or dissatisfaction with service planning or implementation practices to a division or the Department.
- C. Complaint: An expression of dissatisfaction to a division regarding case management practice(s) that is not an appeal of a critical decision.
- D. Complaint Officer: An individual designated by a division to coordinate responses and maintain complaint records.
- E. Notification: Provision of written or verbal information regarding the division response to the complaint.

IV. PROCEDURES**A. Division complaint policies shall be:**

- Available for client/consumer/stakeholder review and information
- Available to the public including through the Department website
- Reviewed at least every 3 years

B. Division complaint procedures shall include:

- Consumer friendly information about resolving complaints
- Encouragement to resolve the complaint at the lowest possible level
- Timeframes for responding to complaints
- A standardized format for documenting the complaint and response
- Designation of responsible staff members for handling different types of case management practice complaints
- Notification to the complainant of the Division response to the complaint
- Consumer protections against retaliation for making a complaint

V. REFERENCES**A. Accreditations:**

Commission on Accreditation of Rehabilitation Facilities - Business Practices Section 1, Criterion B. Rights of Persons Served, Section 3.b.; and Unaccredited Providers Section 5, Criterion B. Rights of Persons Served, Section 3.a and b.

B. Regulations:

Delacare – Requirements for Child Placing Agencies, Part I, Item 69.

C. Medicaid Waiver

1115A Medicaid Waiver